

**IN THE CLAIMS**

1. (Currently amended) A customer service method that builds a customer service system in which information service equipment to retain customer service information, ~~such as~~ including product information, offers said customer service information to customer-side equipment when said customer-side equipment connects thereto via a communications line and requests an information service offering[[;]], the method comprising

preparing said customer-side equipment, prior to being supplied to a customer, ~~in condition that~~ with the address of said information service equipment ~~is~~ stored into ~~its~~ a storage of the customer-side equipment, and ~~it is furnished~~ furnishing the customer-side equipment with a means to read the address from said storage and make the connection to said information service equipment as requested by the user thereof.

2. (Currently amended) The customer service method according to claim 1, ~~wherein~~ further comprising:

furnishing said customer-side equipment ~~is furnished~~ with a means of displaying a dialog window that asks whether the user thereof wants to connect to said information service

equipment as soon as ~~it~~ the customer-side equipment is powered on, prior to the customer-side equipment being supplied to a customer.

3. (Original) The customer service method according to claim 2, wherein:

said information service equipment creates a customers web page as required by said customer-side equipment and sends the address of the created customer's web page to said customer-side equipment.

4. (Original) The customer service method according to claim 3, wherein:

said information service equipment keeps said customer's web page linked to product data on said customer-side equipment.

5. (Original) The customer service method according to claim 4, wherein:

said information service equipment, after receiving the address of the web page of a product other than said customer-side equipment from customer-side equipment to which the address of said customer's web page has been sent, links said

customer's web page to the web page for offering the information about that product.

6. (Currently amended) A customer service method that operates a server to offer customer service information to customer-side equipment when said customer-side equipment connects to said server and requests a service offering, the method comprising:

creating a customer's web page linked to a web page for offering product information on said customer-side equipment, based on the information received from said customer-side equipment; and

notifying said customer-side equipment of the address of said customer's web page.

7. (Currently amended) The customer service method according to claim 6, ~~wherein~~ further comprising:

after the reception of the address of the web page of a product other than said customer-side equipment from customer-side equipment to which the address of said customer's web page has been sent, linking said customer's web page ~~is linked~~ to the web page for offering the information about that product.

8. (Currently amended) The customer service method according to claim 6, ~~wherein~~ further comprising:  
storing personal authentication data ~~is stored~~ into said server; and  
permitting ~~the~~ access to said customer's web page ~~is permitted~~ after the completion of customer authentication using said personal authentication data.

9. (Currently amended) The customer service method according to claim 7, ~~wherein~~ further comprising:  
upon the reception of the customer's request to remove the owner registration of a product, disconnecting the link from said customer's web page to the web page of the product ~~is disconnected~~.

10. (Currently amended) The customer service method according to claim 6, ~~wherein~~ further comprising:  
creating said web page for offering the information about the product ~~is created~~ as a discrete product web page assigned to a product owned by the customer.

11. (Currently amended) The customer service method

according to claim 10, ~~wherein~~ further comprising:

upon the reception of the customer's request to remove the owner registration of a product, disconnecting the link from said customer's web page to the web page of the product ~~is disconnected~~; and

adding the information that the owner of the product is undefined, ~~is added~~ to said discrete product web page.

12. (Currently amended) The customer service method according to claim 10, ~~wherein~~ further comprising:

after the reception of the customer's notification of loss of the product, adding the information that the product has been lost ~~is added~~ to said discrete product web page.

13. (Currently amended) The customer service method according to claim 12, ~~wherein~~ further comprising:

when the access to the discrete product web page with the addition of said information that the product has been lost, ~~it is reported~~ reporting to the predetermined in-house sections of the supplier.

14. (Currently amended) ~~An information~~ Information processing equipment comprising:

an input interface for allowing ~~the~~ a user to input data;  
a processor for processing the input data;  
a storage for storing software to be executed by the  
processor;

a display for presenting visible data; and  
a communications interface for communication over a  
network,

wherein the address of a server to offer product  
information about said information processing equipment for  
connection over said network is stored into said storage,  
prior to the supply of said information processing equipment  
to a user.

15. (Original) The information processing equipment  
according to claim 14, wherein:

a guidance dialog window that asks whether the user wants  
to make the connection to said server to offer information is  
shown on said display as soon as said information processing  
equipment is powered on.

16. (Original) The information processing equipment  
according to claim 15, wherein:

upon the reception of the request for the connection to

said server to offer product information from said input interface, said processor reads said address of the server from said storage and attempts to connect to said server via said communications interface.

17. (Currently amended) The information processing equipment according to claim 14, further comprising:

a means of displaying an input guidance window to prompt the user to input data for creating a customer's web page;

wherein, based on the data for creating the customer's web page, said server creates the customer's web page after the connection thereto is established.

18. (Currently amended) The information processing equipment according to claim 14, wherein:

said storage is adapted to retain the data for authentication to be required when connecting to said server to offer product information.

19. (Original) The information processing equipment according to claim 14, further comprising:

a means to set said processor to make or not to make the display of the guidance dialog window that asks whether the

user wants to make the connection to said server to offer information as soon as said information processing equipment is powered on.

20. (Currently amended) A server to offer customer service information when customer-side equipment connects thereto via a communications line and requests a service offering, comprising:

a means of creating a customer's web page and linking this page to a web page for offering product information about said customer-side equipment, based on the information received from said customer-side equipment; and

a means of notifying said customer-side equipment of the address of said customer's web page.

21. (Original) The server according to claim 20, further comprising:

a means of linking said customer's web page to a web page for offering product information about another product after said server receives the address of said web page of that product other than said customer-side equipment from the customer-side equipment to which the address of said customer's web page has been sent.



22. (Currently amended) The server according to claim 20, wherein:

data for personal authentication is stored into said server and said server includes a means of customer authentication using said data for personal authentication whenever said customer's web page is accessed, such that ~~thus~~ the access is permitted only after the completion of said customer authentication.

23. (Currently amended) A program executable on a server to offer service information when customer-side equipment thereto via a communications line and requests a service offering, comprising:

a step of creating a customer's web page and linking this page to a web page for offering product information about said customer-side equipment, based on the information received from said customer-side equipment; and

a step of notifying said customer-side equipment of the address of said customer's web page.

24. (Original) The program according to claim 23, further comprising:

a step of linking said customer's web page to a web page for offering product information about another product when said server receives the address of said web page of that product other than said customer-side equipment from the customer-side equipment to which the address of said customer's web page has been sent.

25. (Original) The program according to claim 24, further comprising:

a step of disconnecting the link from said customer's web page to the web page of a product when said server receives the customer's request to remove the owner registration of the product.

26. (Currently amended) A customer service method that operates a server to offer customer service information to customer-side equipment when said customer-side equipment connects to said server and requests a service offering; comprising:

storing customer information that links to the web page for offering product information about said customer-side equipment with the link being distinguishable by the identification data of a customer;

notifying said customer-side equipment of access key data for accessing said customer information; and

offering said customer information to said customer when said customer accesses customer information in accordance ~~to~~ with said access key data.

27. (Original) The customer service method according to claim 26, wherein:

after the reception of the address of the web page of a product other than said customer-side equipment from customer-side equipment to which said access key data has been sent, said customer information is linked to the web page for offering product information about that product.

28. (Original) The customer service method according to claim 27, wherein:

upon the reception of the customer's request to remove the owner registration of a product, the link from said customer information to the web page of the product is disconnected and related data is deleted.